



**NC Department of Health and Human Services**  
**Department of Mental Health, Developmental**  
**Disabilities and Substance Abuse**

**Help Line Statistical Report**  
**July 1, 2007 to June 30, 2008**



Services Provided by Bensinger, DuPont & Associates

## North Carolina Problem Gambling Help Line Statistics

July 1, 2007 to June 30, 2008

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### Total Number of Calls 4698

Total Number of Problem Gambling Referral Line Specific Calls	384
Total Number Calls Received Other Than Referral Line Assistance	4314

### Calls By Shift

First Shift (11:00pm-8:00am)	38	9.9%
Second Shift (8:00am-5:00pm)	231	60.2%
Third Shift (5:00pm-11:00pm)	115	29.9%

### Caller Type

Problem Gambler	257	66.9%
Person Affected by Problem Gambler	127	33.1%

### Relationship to Problem Gambler

Spouse	27	21.3%
Significant Other	6	4.7%
Parent	16	12.6%
Child	20	15.7%
Sibling	12	9.4%
Other	46	36.2%

### Caller Referral Source

TV Ad	11	2.9%
Radio Ad	14	3.6%
Newspaper Ad	5	1.3%
Relative/Friend	33	8.6%
Internet	16	4.2%
Lottery Ticket/Scratch Card	176	45.8%
Billboard	9	2.3%
Support Group	4	1.0%
Phone Book/Yellow Pages/Operator	69	18.0%
NC Problem Gambling Website	1	0.3%
Other	46	12.0%

### Caller Gender

Female	179	46.6%
Male	205	53.4%

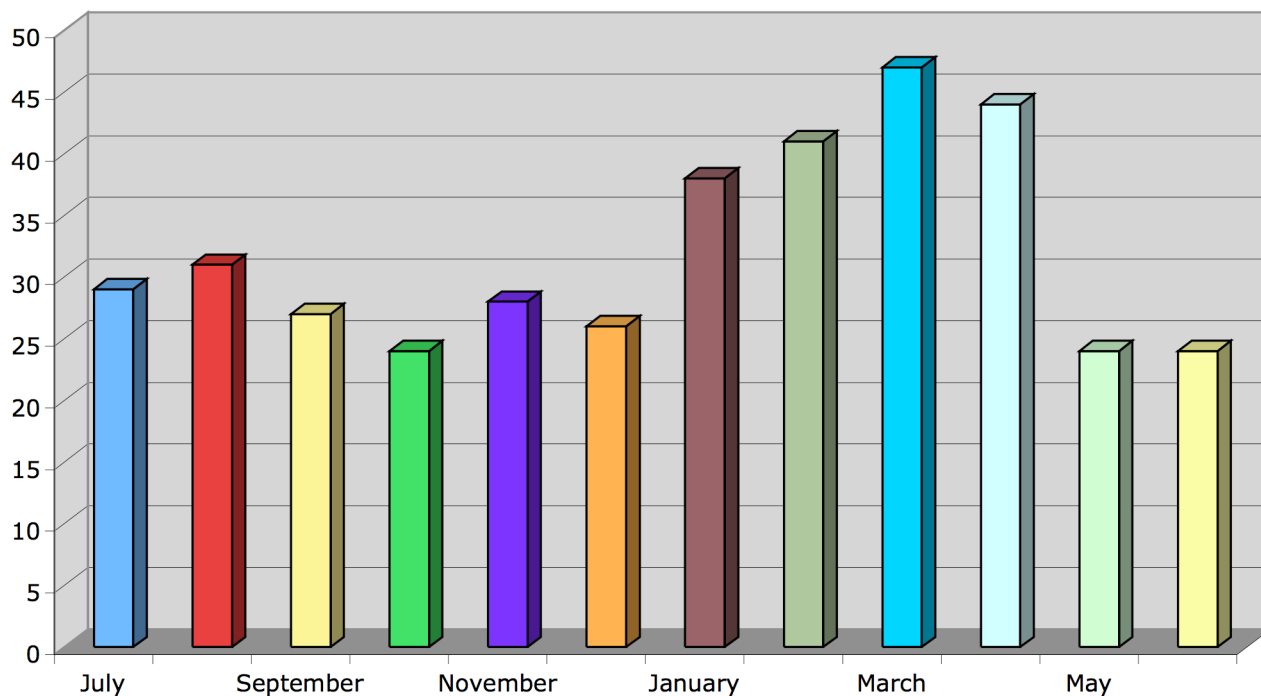
### Caller Ethnicity

African American	133	34.6%
Caucasian	227	59.1%
Hispanic	6	1.6%
Asian	1	0.3%
Native American	2	0.5%
Other Ethnicity	15	3.9%

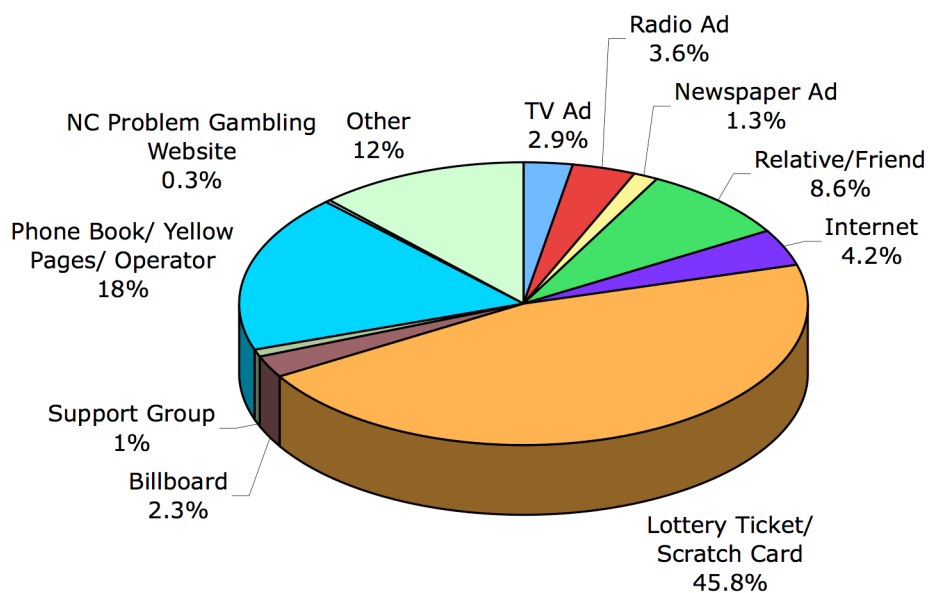
## North Carolina Problem Gambling Help Line Statistics

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### Total Number of Calls per Month



### Caller Referral Source



# North Carolina Problem Gambling Help Line Statistics

## July 1, 2007 to June 30, 2008

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### Estimated Household Debt Related to Gambling

None	88	22.9%
Under \$1,000	32	8.3%
\$1,000 to \$4,999	52	13.5%
\$5,000 to \$9,999	36	9.4%
\$10,000 to \$19,999	29	7.6%
\$20,000 to \$49,999	21	5.5%
\$50,000 to \$99,999	13	3.4%
\$100,000 to \$249,999	4	1.0%
Over \$250,000	0	0.0%
Unknown	109	28.4%

### Total Number of Gambler Callers

**257**

### Primary Problem Gambling Activities (Reported by Gambler)

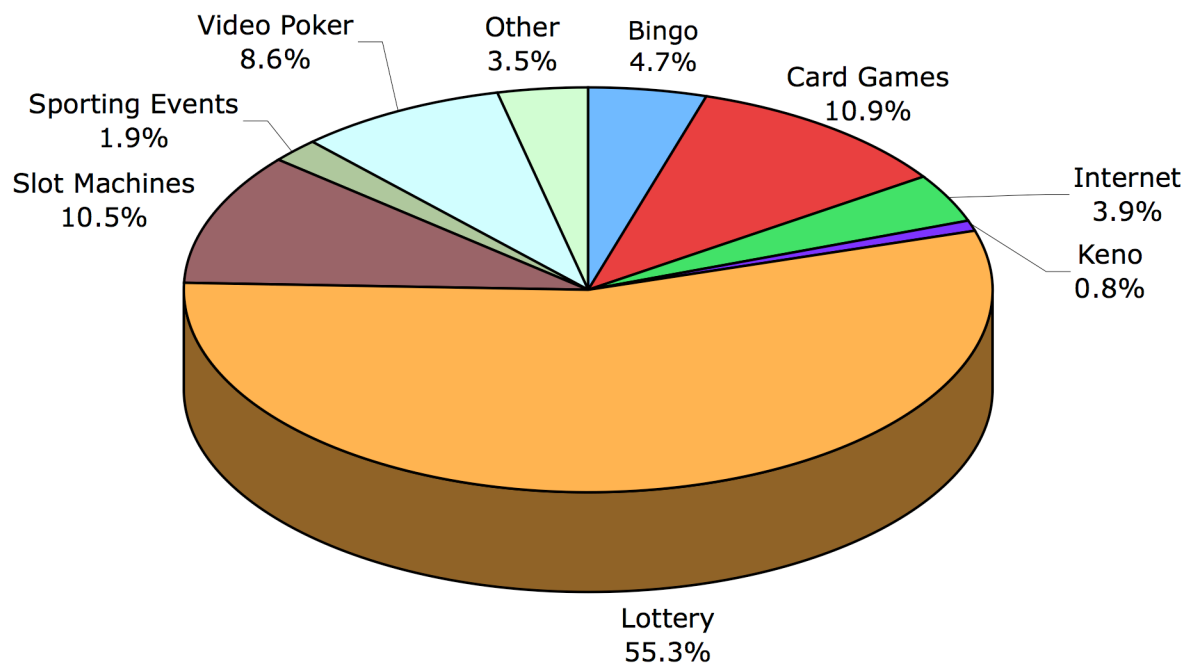
Bingo	12	4.7%
Card Games	28	10.9%
Horses Dogs	0	0.0%
Internet	10	3.9%
Keno	2	0.8%
Lottery	142	55.3%
Slot Machines	27	10.5%
Sporting Events	5	1.9%
Stock Market	0	0.0%
Video Poker	22	8.6%
Other	9	3.5%

### Secondary Problem Gambling Activities (Multiples Reported by Gambler)

Bingo	8
Card Games	24
Horses Dogs	5
Internet	4
Keno	3
Lottery	45
Slot Machines	13
Sporting Events	10
Stock Market	0
Video Poker	12
Other	0



**Primary Problem Gambling Activities**



## North Carolina Problem Gambling Help Line Statistics (Gambler Data)

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### Age First Gambled

Under 10	5	1.9%
Age 10-17	33	12.8%
Age 18-24	61	23.7%
Age 25-34	44	17.1%
Age 35-44	38	14.8%
Age 45-54	29	11.3%
Age 55-64	5	1.9%
Age 65 and over	2	0.8%
Unknown	40	15.6%

### Length of Gambling Problem

1 year or less	46	17.9%
2 years	50	19.5%
3 years	30	11.7%
4 years	9	3.5%
5 years	15	5.8%
6-10 years	35	13.6%
11-15 years	10	3.9%
Over 15 years	32	12.5%
Unknown	30	11.7%

### Emotional Problems

*(Multiple answers)*

Depression	103
Suicide	2
None	117
Unknown	25

### Relationship Problems

*(Multiple answers)*

Family or Spousal Conflict	86
Job Problems/Loss of Job	18
None	127
Unknown	22

### Other Current Dependencies

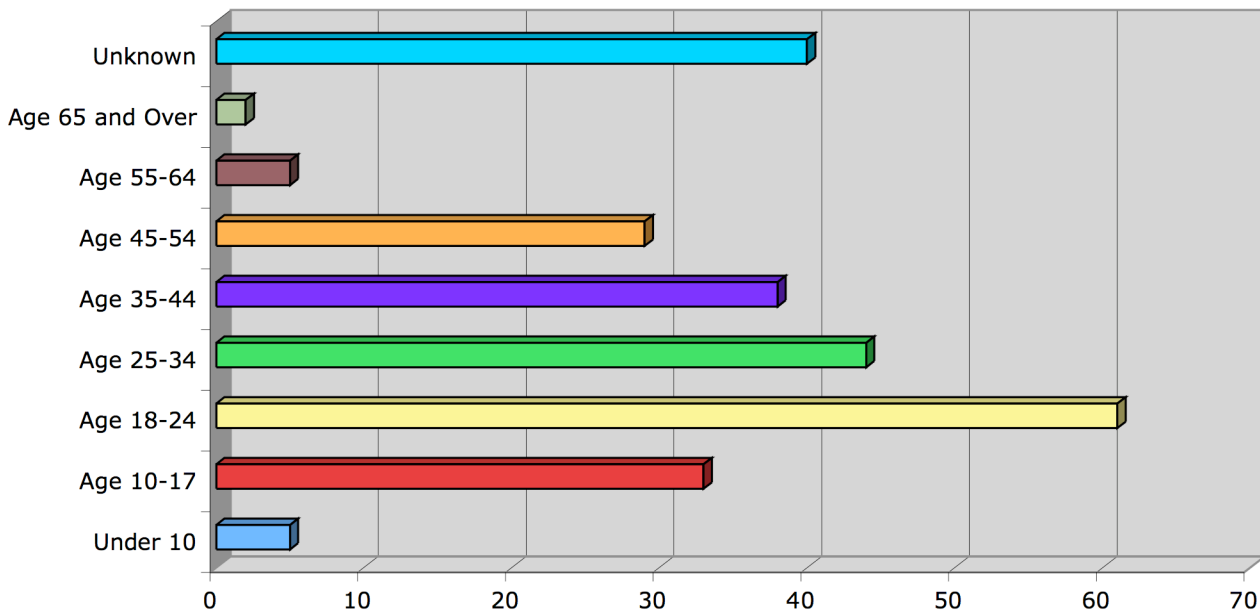
*(Multiple answers)*

Alcohol	31
Drug	11
None	178
Unknown	24

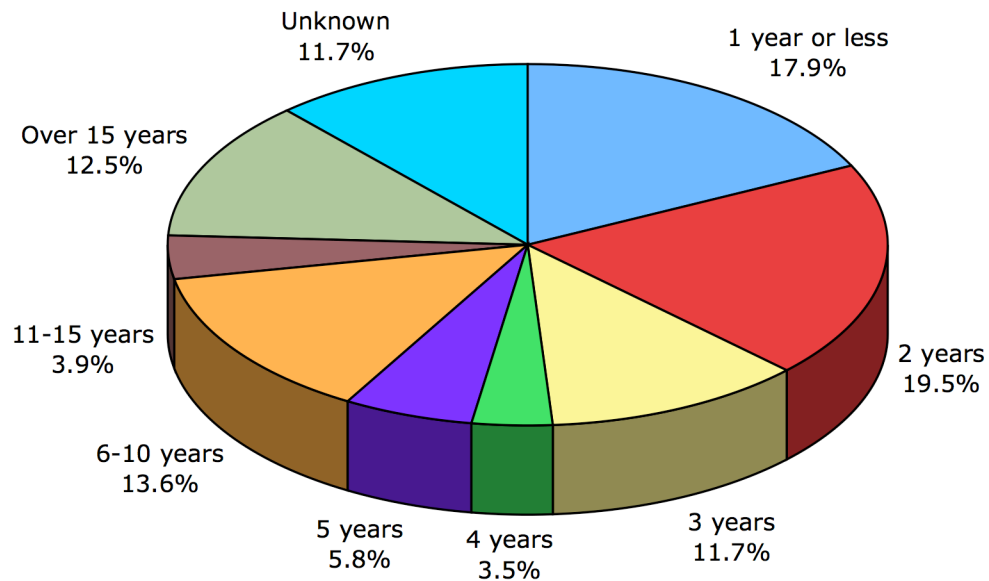
**North Carolina Problem Gambling Help Line Statistics**  
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**Age First Gambled**



**Length of Gambling Problem**



## North Carolina Problem Gambling Help Line Statistics (Gambler Data)

July 1, 2007 to June 30, 2008

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### Financial Problems

*(Multiple answers)*

Credit Card Debt	75
Borrowing from Family/Friends	87
Paying Household Bills	96
Using Equity or Savings	28
Written Bad Checks	15
Embezzlement	1
Stealing	10

### Harm Status

Considered Suicide	19	7.4%
Suicide Planned	2	0.8%
Attempted Suicide	5	1.9%
No Suicidal Ideation/Plan/Attempt	231	89.9%

### Past Treatment Experience

Professional Gambling TX	3	1.2%
Mental Health Treatment	47	18.3%
Gamblers Anonymous	5	1.9%
Self-Ban Program	0	0.0%
Past Substance Abuse TX	18	7.0%
None	184	71.6%

### Current Treatment Experience

Professional Gambling TX	1	0.4%
Mental Health Treatment	30	11.7%
Gamblers Anonymous	4	1.6%
Self-Ban Program	0	0.0%
Current Substance Abuse TX	4	1.6%
None	218	84.8%

### Transfers Offered

Transfer Completed	5	26.3%
Provided Referral Number	13	68.4%
Received Busy Signal	0	0.0%
No Answer	0	0.0%
Client Hung Up	1	5.3%

### Sources of Assistance for Caller

*(Multiple Referrals possible)*

State Funded Treatment	169
GA	284
GamAnon	80
LME/Crisis Services	12
Did Not Want Referral	52

**North Carolina Problem Gambling Help Line Statistics**  
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**Caller County**

ALAMANCE	8
ALLEGHANY	1
ANSON	1
ASHE	1
BEAUFORT	4
BERTIE	2
BLADEN	1
BRUNSWICK	5
BUNCOMBE	12
BURKE	1
CABARRUS	5
CALDWELL	2
CARTERET	1
CASWELL	1
CATAWBA	6
CHEROKEE	1
CLEVELAND	4
COLUMBUS	2
CRAVEN	8
CUMBERLAND	8
DARE	2
DAVIDSON	6
DUPLIN	3
DURHAM	21
EDGECOMBE	4
FORSYTH	19
FRANKLIN	4
GASTON	4
GRAHAM	1
GRANVILLE	2
GREENE	1
GUILFORD	24
GWINNETT	1
HALIFAX	4
HARNETT	1
HAYWOOD	3

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**Caller County**

HENDERSON	8
HOKE	1
IREDELL	4
JACKSON	1
JOHNSTON	6
LEE	4
LENOIR	2
LINCOLN	1
MACON	1
MADISON	2
MARTIN	2
MARTINSVILLE	1
MCDOWELL	1
MECKLENBURG	25
MOORE	2
NASH	5
NEW HANOVER	14
ONslow	6
ORANGE	3
PAMLICO	1
PASQUOTANK	3
PERSON	4
PITT	7
RANDOLPH	2
RICHMOND	3
ROBESON	7
ROCKINGHAM	3
ROWAN	2
RUTHERFORD	1
SAMPSON	3
SCOTLAND	2
STANLY	1
STOKES	1
SURRY	4
UNKNOWN	24
VANCE	5

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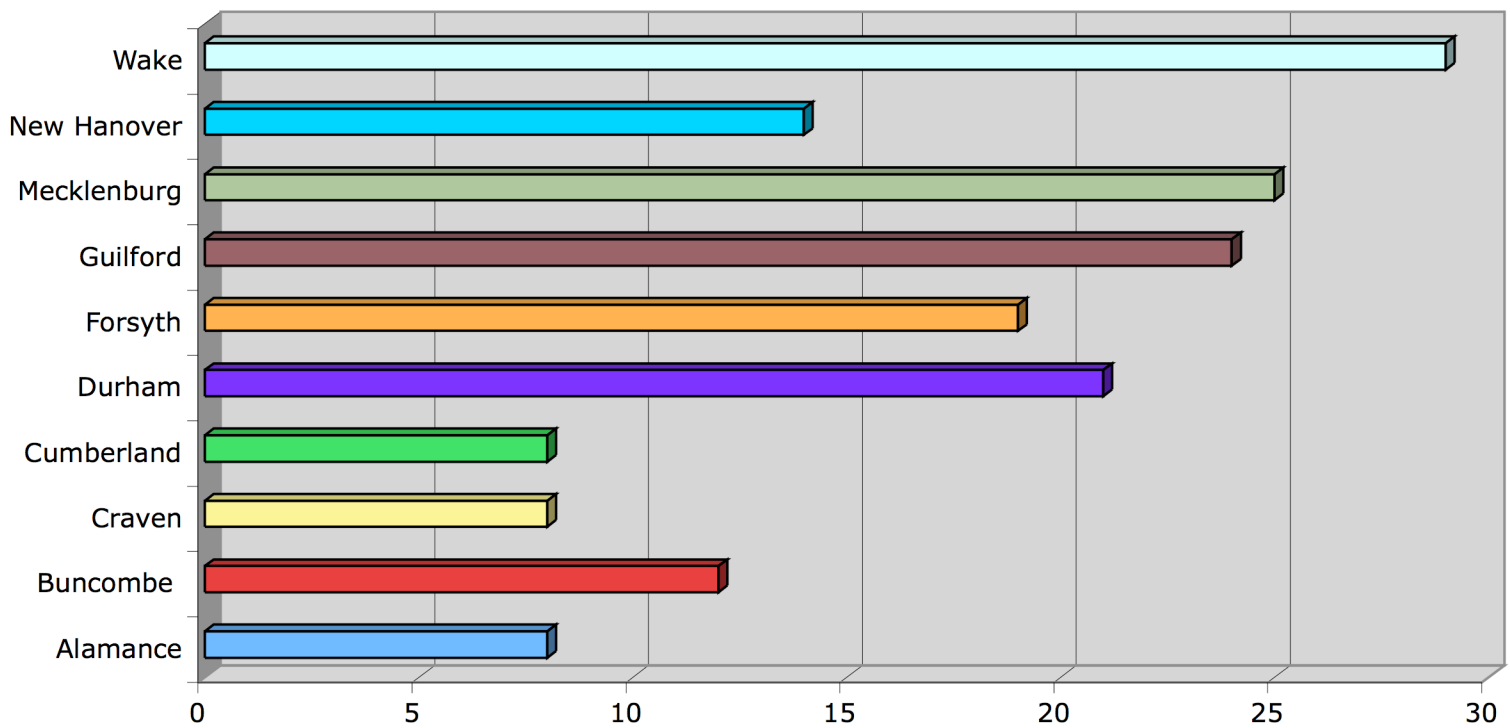
### Caller County

WAKE	29
WARREN	2
WASHINGTON	3
WAYNE	6
WILKES	2
WILSON	6

**North Carolina Problem Gambling Help Line Statistics**  
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**Top 10 Caller Counties**





# North Carolina Problem Gambling Help Line Statistics

July 1, 2007 to June 30, 2008

## Quality Assurance Report

Total Number of July 1, 2007 to June 30, 2008 Intakes 385

### Quality Assurance

Total Number of Quality Assurance Survey Attempts	149*
Percentage of Total Number of Intakes/Attempts (n=385)	39%
Total Number of Quality Assurance Surveys Completed	43
Percentage of Total Number of Intakes/Survey Completions (n=385)	11%
Percentage of Total Number of Survey Attempts/Completions (n=149)	29%

### Survey Respondents

Problem Gambler	30	70%
Friend of Problem Gambler	0	0%
Spouse of Problem Gambler	3	6%
Parent of Problem Gambler	4	9%
Child of Problem Gambler	2	5%
Sibling of Problem Gambler	2	5%
Other	2	5%
Total	43	

### Survey Questions

	YES	NO
Were you able to speak to a Helpline counselor immediately?	42 (98%)	1 (2%)
Did you think the Helpline counselor was understanding?	43 (100%)	(0%)
Did you receive a referral to GA or GamAnon?	37 (86%)	6 (14%)
If yes, did you attend the GA or GamAnon meeting? (n=37)	6 (16%)	31 (84%)
Did you receive a referral to a counselor/mental health agency?	33 (77%)	10 (23%)
If yes, did you make an appointment with a counselor/agency? (n=33)	16 (48%)	17 (52%)
Did you meet with a counselor about the problem? (n=16)	15 (94%)	1 (6%)
Do you think that calling the 800# helped you to recognize the extent of your/someone else's gambling problem?	42 (98%)	1 (2%)
If you called about your own gambling problem, are you still gambling? (n=30)	22 (73%)	8 (27%)
Would you recommend the 800# to someone with a gambling problem?	42 (98%)	1 (2%)

\* Figure based on number of Helpline callers willing to disclose contact information for follow up.

# North Carolina Problem Gambling Help Line Statistics

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## Quality Assurance Report

**Total Number of July 1, 2007 to June 30, 2008** **259**  
**State Funded Tx Offered**

### Quality Assurance

Total Number of Quality Assurance Survey Attempts	130*
Percentage of Total Number of Intakes/Attempts (n=259)	50%
Total Number of Quality Assurance Surveys Completed	26
Percentage of Total Number of Intakes/Survey Completions (n=259)	10%
Percentage of Total Number of Survey Attempts/Completions (n=130)	20%

### Survey Respondents

Problem Gambler	21	80%
Friend of Problem Gambler	0	
Spouse of Problem Gambler	1	4%
Parent of Problem Gambler	2	8%
Child of Problem Gambler	0	
Sibling of Problem Gambler	1	4%
Other	1	4%
<b>Total</b>	<b>26</b>	

### Survey Questions

	YES	NO
Did the provider call you within one business day of your call to the helpline?	25 (96%)	1 (4%)
Did you meet (or have a phone session) with the provider within one week (7 business days) of your call to helpline?	11 (42%)	15 (58%)
During your initial session/visit, did the provider conduct a gambling assessment? (n=11)	11 (100%)	
Did the provider offer additional support i.e. books or written information that you could take home with you?	8 (73%)	3 (27%)
Was the provider's office setting comfortable & professional?	9 (81%)	2 (19%)
Did you find your session(s) helpful?	11 (100%)	
Would you recommend the provider to other helpline callers?	11 (100%)	

\* Figure based on number of Helpline callers willing to disclose contact information for follow up.